



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Sage Telecom, Inc.
for Filing Period 7/1/2008 to 9/30/2008
Tracking Number 2388

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.00	0.00	0.00	0.00
C. Repair Office Answer Time Section 730.510(b)(1)	192.00 *	165.00 *	159.00 *	172.00 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	149.00 *	210.00 *	180.00 *	179.67 *
E. Percent of Service Installations Section 730.540(a)	87.00% *	88.00% *	87.00% *	87.00% *
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	87.00% *	90.00% *	87.00% *	88.00% *
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	2.97	1.67	1.47	2.04
H. Percent Repeat Trouble Reports Section 730.545(c)	8.00 %	9.00 %	12.00 %	10.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	18.00 %	19.00 %	17.00 %	18.00 %
J. Missed Repair Appointments Section 730.545(h)	0	2	0	1
K. Missed Installation Appointments Section 730.540(d)	13	12	13	13

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$1,780.46	\$2,980.91	\$3,234.40	\$7,995.77
B. Number of credits issued for repairs - 24-48 hours	91	119	137	347
C. Number of credits issued for repairs - 48-72 hours	33	48	74	155
D. Number of credits issued for repairs - 72-96 hours	33	35	47	115
E. Number of credits issued for repairs - 96-120 hours	18	24	16	58
F. Number of credits issued for repairs > 120 hours	30	50	51	131
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	71	79	74	224
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

Disclaimer:

Sage uses a menu-driven system for repair office & customer service calls. For many out of service tickets, Sage was within hrs of meeting the commitment. Sage always strives to provide the best service within a timely manner.